

## IN THE CLAIMS

1. (Currently Amended) A method for monitoring electronic commerce transactions, said method comprising the computer-implemented steps of:
  - determining network transport latency between ~~a network monitor and a~~ network device located between a customer network and another network ~~customer site~~ and an access point device located outside the customer network;
  - determining application test latency, ~~comprising~~ by transmitting an application test from the access point device to said network device located between the networks ~~customer site~~, wherein said application test is selected to represent a portion of said electronic commerce transactions; ~~and~~
  - ~~an application monitor determines~~ determining a time interval between ~~said~~ transmitting the application test and receiving a response; and
  - indicating said network transport latency and said application test latency on a display.

2. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 1 further comprising:
  - determining a first network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and
  - determining [[an]] a first application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

3. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 1 further comprising:
  - determining percentage deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;
  - determining percentage deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and
  - wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

4. (Currently Amended) [[A]] The method for monitoring electronic commerce transaction as recited in Claim 2 wherein said method further includes:

calculating a second different network transport latency ~~unloaded~~ baseline, said second network transport latency ~~unloaded~~ baseline indicating the lowest calculated network transport latency during a given time period; and

displaying said second network transport latency ~~unloaded~~ baseline.

5. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 4 wherein a single graph is displayed that indicates said network transport latency, said first network transport latency baseline and said second network transport latency ~~unloaded~~ baseline.

6. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 2 wherein said method further includes:

calculating [[an]] a second different application test latency ~~unloaded~~ baseline, said second application test latency ~~unloaded~~ baseline indicating the lowest calculated application test latency during a given time period; and

displaying said second application test latency ~~unloaded~~ baseline.

7. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 6 wherein a single graph is displayed that indicates said application test latency, said first application test latency baseline and said second application test latency ~~unloaded~~ baseline.

8. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 2 wherein application component latency is determined for each of a plurality of application components and wherein said application component latency for each of said plurality of application components is ~~can be~~ displayed.

9. (Currently Amended) [[A]] The method of monitoring electronic commerce transactions as recited in Claim 8 wherein [[an]] a first application component latency baseline is determined for each of said plurality of application components~~application component latency baseline can be displayed.~~

10. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 9 wherein [[an]] a second application component latency ~~unloaded~~ baseline is determined for each of said plurality of application components and wherein said second application component latency ~~unloaded~~ baseline for each of said plurality of application components is ~~can be~~ displayed.

11. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 10 wherein a graph is ~~can be~~ generated for each application component that includes the application component's said application component latency, ~~said~~ first application component latency baseline and ~~said~~ second application component latency ~~unloaded~~ baseline.

12. (Currently Amended) [[A]] The method for monitoring electronic commerce transactions as recited in Claim 11 wherein said application components include a login component, an order component, a configure component and a help component.

13. (Currently Amended) [[A]] The computer system comprising:  
a bus;  
~~a processor coupled to said bus; and~~  
a memory unit coupled to said bus, said memory unit including ~~processor for executing instructions~~ a method for monitoring electronic commerce transactions; said method comprising the steps of:  
one or more processors coupled to said bus, the processors for executing said instructions, and when executing said instructions, operable to:

~~determining~~ determine network transport latency between the computer system ~~a network monitor~~ and a network device located between a remote customer network and another network customer site;

~~determining~~ determine application test latency; ~~comprising by~~ transmitting an application test from said computer system to said network device located between the networks ~~customer site~~, wherein said application test is selected to represent a portion of said electronic commerce transactions; ~~and~~

~~an application monitor determines~~ determine a time interval between ~~said~~ transmitting the application test and receiving a response; and

~~indicating~~ indicate said network transport latency and said application test latency on a display.

14. (Currently Amended) ~~[[A]]~~ The computer system as recited in Claim 13 wherein the processors are further operable to said method for monitoring electronic commerce transactions further comprises:

~~determining~~ determine a first network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

~~determining~~ determine ~~[[an]]~~ a first application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

15. (Currently Amended) ~~[[A]]~~ The computer system as recited in Claim 13 wherein the processors are further operable to said method for monitoring electronic commerce transactions further comprises:

~~determining~~ determine deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

~~determining~~ determine deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

~~wherein said step of indicating said network transport latency and said application test latency further includes displaying~~ display said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

16. (Currently Amended) ~~[[A]]~~ The computer system as recited in Claim 14 wherein the processors are further operable to said method for monitoring electronic commerce transactions further comprises:

~~calculating~~ calculate a second different network transport latency ~~unloaded~~ baseline, said second network transport latency ~~unloaded~~ baseline indicating the lowest calculated network transport latency during a given time period; and

~~displaying~~ display said network transport latency, said first network transport latency baseline and said second network transport latency ~~unloaded~~ baseline on the same graph.

17. (Currently Amended) ~~[[A]]~~ The computer system as recited in Claim 14 wherein the processors are further operable to said method for monitoring electronic commerce transactions further comprises:

~~calculating~~ calculate ~~[[an]]~~ a second different application test latency ~~unloaded~~ baseline, said second application test latency ~~unloaded~~ baseline indicating the lowest calculated application test latency during a given time period; and

~~displaying~~ display said application test latency, said first application test latency baseline and said second application test latency ~~unloaded~~ baseline on the same graph.

18. (Currently Amended) ~~[[A]]~~ The computer system as recited in Claim 13 wherein the processors are further operable to:

determine and display different application component latencies ~~latency is determined~~ for each of a plurality of application components and ~~wherein said application component latency for each of said plurality of application components can be displayed.~~

19. (Currently Amended) ~~[[A]]~~ The computer system as recited in Claim 18 wherein the processors are further operable to:

determine first ~~[[an]]~~ application component latency baselines ~~baseline~~ and ~~[[an]]~~ second application component latency ~~unloaded~~ baselines ~~baseline are determined~~ for each of ~~[[a]]~~ the plurality of application components; and

~~wherein a graph can be generated~~ generate a graph for each of said plurality of application components, each graph including that includes one of the application component's

said application component latency, said first application component latency baseline and said second application component latency ~~unloaded~~ baseline.

20. (Currently Amended) ~~[[A]]~~ The computer-usable medium having computer-readable program code embodied therein that is operable to cause a computer system to: for ~~causing a computer system to perform a method for monitoring electronic commerce transactions, said method comprising:~~

~~determining~~ determine network transport latency between a network device ~~a network monitor~~ and a network that is located remotely with respect to the network device ~~customer site;~~

~~determining~~ determine application test latency, ~~comprising by~~ transmitting an application test to said remote network ~~customer site~~, wherein said application test is selected to represent a portion of said electronic commerce transactions; ~~and~~

~~an application monitor determines~~ determine a time interval between said transmitting the application test and receiving a response; and

~~indicating~~ indicate said network transport latency and said application test latency on a display.

21. (Currently Amended) ~~[[A]]~~ The computer-usable medium as recited in Claim 20 further operable to ~~wherein said method for monitoring electronic commerce transactions further comprises:~~

~~determining~~ determine a first network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

~~determining~~ determine ~~[[an]]~~ a first application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time.

22. (Currently Amended) ~~[[A]]~~ The computer-usable medium as recited in Claim 20 further operable to ~~wherein said method for monitoring electronic commerce transactions further comprises:~~

~~determining~~ determine deviation of said determined network transport latency from previously determined values of network transport latency for a given day and time;

~~determining~~ determine deviation of said determined application test latency from previously determined values of said application test latency for a given day and time; and

~~wherein said step of indicating said network transport latency and said application test latency further includes displaying~~ display said determined deviation of said network transport latency and ~~displaying~~ said determined deviation of said application test latency.

23. (Currently Amended) [[A]] The computer-usable medium as recited in Claim 21 further operable to ~~wherein said method for monitoring electronic commerce transactions further comprises:~~

~~calculating~~ calculate a second different network transport latency ~~unloaded~~ baseline, said second network transport latency ~~unloaded~~ baseline indicating the lowest calculated network transport latency during a given time period; and

~~displaying~~ display said network transport latency, said first network transport latency baseline and said second network transport latency ~~unloaded~~ baseline on the same graph.

24. (Currently Amended) [[A]] The computer-readable medium as recited in Claim 21 further operable to ~~wherein said method for monitoring electronic commerce transactions further comprises:~~

~~calculating~~ calculate [[an]] a second different application test latency ~~unloaded~~ baseline, said second application test latency ~~unloaded~~ baseline indicating the lowest calculated application test latency during a given time period; and

~~displaying~~ display application test latency, said first application test latency baseline and said second application test latency ~~unloaded~~ baseline on the same graph.

25. (Currently Amended) [[A]] The computer-usable medium as recited in Claim 24 wherein further operable to:

determine and display different application component latencies ~~latency is determined~~ for each of a plurality of application components ~~are determined and wherein said application component latency for each of said plurality of application components can be displayed.~~

26. (Currently Amended) ~~[[A]]~~ The computer-usable medium as recited in Claim 25 wherein further operable to:

determine an first application component latency ~~baselines~~ baseline and an second application component latency ~~baselines~~ unloaded baseline are determined for each of ~~[[a]]~~ the plurality of application components; and

~~wherein a graph can be generated for~~ generate a graph for at least one of the each of said plurality of application components, the graph including the at least one application component's ~~that includes said application component latency,~~ the at least one application component's said first application component latency baseline and the at least one application component's said second application component latency ~~unloaded~~ baseline.

27. (New) The method of claim 1 wherein a network monitor software agent and an application monitor agent used for determining the network transport latency and the application test latency are located remotely from both the customer network and the network device.

28. (New) A system comprising:

one or more electronic commerce servers for conducting transactions with a computer located outside an enterprise network for the electronic commerce servers over a call path;

a network device located on the call path between the electronic commerce servers and the computer;

the network device configured to ping a device located in a same network as the computer to determine latency between the computer and the network device;

the network device configured to mimic a customer interaction with the electronic commerce servers to determine current performance of an electronic commerce application operating in the enterprise network; and

the network device to output the latency and performance determinations.